A new center focusing on men’s health is coming to NYP, thanks to Iris Cantor

“If it weren’t for their wives pestering them, many men would never go to the doctor. With our new ‘one-stop-shopping’ approach, men will no longer have an excuse not to stay healthy and live longer.” — Iris Cantor

Iris Cantor, one of New York’s pre-eminent philanthropists, has donated $20 million toward the establishment of the Iris Cantor Men’s Health Center — the first of its kind in the region. Her gift was announced at a spring celebration held at the Griffs Faculty Club at the NewYork-Presbyterian/Weill Cornell campus, with Dr. Mehmet Oz, host of the nationally syndicated “The Dr. Oz Show,” and his wife, Lisa, author of the new book “US: Transforming Ourselves and the Relationships that Matter Most.”

The Iris Cantor Men’s Health Center will occupy 9,500 square feet on the 12th floor of a state-of-the-art medical facility at 425 East 61st Street. The new Center is in the same building as the Iris Cantor Women’s Health Center, which was established in 2002 through a $5 million gift made by Mrs. Cantor. The Men’s Health Center is scheduled to open in 2012.

Forty percent of patients currently treated at the Iris Cantor Women’s Health Center are men, most of whom were likely brought in by the women in their lives,” Mrs. Cantor said. “This signaled to me that there is a real need for a dedicated men’s health center. It is time for men to have a place of their own for comprehensive health care.”

Mrs. Cantor envisions the Men’s Health Center as a “one-stop-shopping” experience, meaning that specialists in several men’s health areas — including prostate health, oncology and others — will be located within the Men’s Health Center, allowing patients to have their scheduled doctor visit and any follow-up testing on the same day and in the same location.

“Men need to be pushed to take care of themselves, and Iris Cantor is just the person to do that,” said Dr. Oz. “Thank you for making such a generous and valuable contribution to the health and well-being of men everywhere.”

Dr. Mehmet Oz, host of the nationally syndicated “The Dr. Oz Show,” and his wife, Lisa, author of the new book “US: Transforming Ourselves and the Relationships that Matter Most.”

As he concluded his remarks to the standing-room-only audience, Dr. Pardes turned to Mrs. Cantor and said, “Iris, you have no idea how important you are to NewYork-Presbyterian. The Iris Cantor Men’s Health Center is going to save hundreds — probably even thousands — of lives. On behalf of men everywhere, thank you.”

On hand to celebrate Iris Cantor’s $20 million gift were (from left) Dr. Mehmet Oz and his wife, Lisa; John Mack, Chairman of the Hospital’s Board of Trustees; Ms. Cantor; Dr. Pardes; Dr. Antonio M. Gotto Jr., Dean of Weill Cornell Medical College; and Dr. Corwin.

“We look forward to the opening of this groundbreaking center dedicated solely to the health concerns of men,” said John J. Mack, chairman of the Hospital’s Board of Trustees. “Following the same model as the Iris Cantor Women’s Health Center, there is no doubt in my mind that the Iris Cantor Men’s Health Center will likewise become a renowned resource for comprehensive care for men in the New York area and beyond.”

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Friends, family members and colleagues gathered at a gala dinner at the Pierre Hotel in midtown Manhattan on May 14 to celebrate the 30th anniversary of the Maurice R. Greenberg Distinguished Service Award and to honor its 2010 recipients — Dr. Pardes and Antonio M. Gott, M.D., Dean of Weill Cornell Medical College.

Hundreds took part in honoring the two renowned leaders, who were honored for their vision in clinical care, research and medical education. The evening’s highlights included a video showing a more personal side of Drs. Pardes and Gott. They expressed gratitude to all NYP leaders and the NYP Board of Trustees Emeritus of the NYP Board of Trustees, of the synergies between the Hospital and the Medical College. “Collaboration is crucial in furthering the ability of NewYork-Presbyterian Hospital/Weill Cornell Medical Center to serve patients here in New York and around the world,” he said.

“Never doubt that collaboration between the hospital and medical school,” Dr. Gott said. “Herb and I have worked very hard at this partnership, and the fact that tonight, for the first time in its history, the Dean of the Medical School and President of the Hospital are sharing this award indicates the success of this unique relationship.”

The event also honored four 2009 Volunteers of the Year, including Ingrid Ramos, said. “We are fortunate to have Rosita be part of our team as a volunteer interpreter. She has a special skill, and during these past 49 years she has managed to bring joy and smiles to the faces of many,” said Evelyn Ramos, NYP’s Corporate Director of Volunteer and Interpreter Services.

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Dr. Pardes spoke of the awards presented to him and Dr. Gott as symbolic of the synergies between the Hospital and the Medical College. “Collaboration is crucial in furthering the ability of NewYork-Presbyterian Hospital/Weill Cornell Medical Center to serve patients here in New York and around the world,” he said.

“No great medical center can function well without a strong collaboration between the hospital and medical school,” Dr. Gott said. “Herb and I have worked very hard at this partnership, and the fact that tonight, for the first time in its history, the Dean of the Medical School and President of the Hospital are sharing this award indicates the success of this unique relationship.”

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The Greenberg Award is presented annually to a senior member of the NewYork-Presbyterian Hospital/Weill Cornell Medical Center medical staff for exceptional and long-standing service.

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Make Way for the “Super Colon!”

More than 1,000 New Yorkers of all ages came out on June 7 to tour the Prevent Cancer Super Colon exhibit, stationed in front of NYP/Weill Cornell’s Jay Monahan Center for Gastrointestinal Health.

The 8-foot-high, 20-foot-long inflatable replica of the human colon is a walk-through exhibit that depicts both healthy and diseased tissue, including polyps and colon cancer.

Mark Pochapin, M.D., Director of the Jay Monahan Center, gave tours through the colon to several visitors, including neighborhood pre-school classes. The Lenox Hill Neighborhood Sunshine Class, and toddlers from the Bright Horizons School.

Dr. Pochapin gave all the visitors an eye-opening look at the dangers of colorectal cancer and explained the importance of early detection and treatment of colorectal cancer.

Visitors also received goodie bags filled with informational materials and reminders to get screened for colon cancer. The goodie bags were donated by the Prevent Cancer Foundation, the Jay Monahan Center and the Center for Advanced Digestive Care at NYP/Weill Cornell.

The traveling exhibit is sponsored by the Jay Monahan Center, the Prevent Cancer Foundation, and Amgen.

Colorectal cancer is the second-leading cause of cancer-related deaths in the United States, affecting both men and women. Yet, with recommended screening, this disease is highly treatable and often preventable.

NYP VOLUNTEERS: When You Love What You Do, the Decades Just Fly By

NYP leaders celebrated the contributions of Hospital volunteers in April at a reception at Rockefeller Center’s Rock Center Café.

They expressed gratitude to all NYP volunteers, but especially to the people who have contributed from five years to as many as 49 years of continuous service at the Hospital. (Last year more than 3,000 individuals donated more than 279,000 hours of service, giving NYP the highest number of volunteers in one organization in New York City.)

“I really have tremendous respect and gratitude for the services volunteers give us,” said Dr. Corwin. “Wherever volunteers serve, they are critical members of the staff team.”

The ceremony honored two special volunteers with Appreciation Awards — Rosita Maldonado, a volunteer of 49 years at NYP/Well Cornell, and Martina Lignon, a volunteer of 46 years at NYP/Columbia.

“We are fortunate to have Rosita be part of our team as a volunteer interpreter. She has a special skill, and during these past 49 years she has managed to bring joy and smiles to the faces of many,” said Evelyn Ramos, NYP’s Corporate Director of Volunteer and Interpreter Services.

“Ms. Lignon has shared her time and talents in a variety of ways at NYP/Columbia. Today you can find Tina serving as a liaison between patients and families in the waiting area outside the operating rooms and Intensive Care Units at the Milstein Hospital Building. She is actively involved with the Auxiliary and is a valued member of our Volunteer Advisory Council,” Ms. Ramos said.

The event also honored four 2009 Volunteers of the Year, including Ingrid More of the High School Internship Program at NYP/Columbia, Jennifer Gault, the founder of the Rejuvenate Your Wellness Program at Morgan Stanley Children’s Hospital; Bette Kaplan of the Pet Therapy Program at NYP/Allen; and Domenica Maccarrone, a volunteer in Clerical Support at NYP/Weill Cornell.

Rachael Bloch, a volunteer with 35 years of service, and Otto Katz and Ann Scallon, each with 20 years of service, were also honored for their long-standing commitment.

“Never doubt that you make an enormous difference,” said Susan Mascielli, Senior Vice President of Patient Services and Special Assistant to the President. “Whether you’ve given a day — or 50 years — of service, you are of value, and we thank you.”

Tina Lignon (left) and Rosita Maldonado are much loved volunteers at NYP, which they have served for nearly 50 years.
The 2010 Pollin Prize: Recognizing the Heroes of Pediatric Medicine

The 2010 Pollin Prize was presented in April to two men who have improved the lives of countless children—Roscoe O. Brady, M.D., and Charles R. Scriver, C.C., M.D.C.M., F.R.S. The physicians discovered the molecular and biochemical basis of genetic inborn errors of metabolism and used these findings to develop practical interventions.

Dr. Brady is Scientist Emeritus and Senior Investigator at the National Institute of Neurological Disorders and Stroke. Dr. Scriver is the Alva Professor Emeritus of Human Genetics at Canada’s McGill University.

Dr. Brady and Dr. Scriver laid the groundwork for personalized medicine, according to Larry J. Shapiro, M.D., Executive Vice Chancellor for Medical Affairs and Dean, Washington University School of Medicine, who was the keynote speaker at a luncheon honoring the two men. Dr. Shapiro said, “Because of their work, we will be able to identify the right drug for the right patient at the right dose at the right time.”

Dr. Pardes paid tribute to Irene Pollin and her late husband, Abe, who created the Pollin Prize in memory of their children, Linda and Kenneth Pollin. “This past year we lost Abe Pollin, but his spirit carries on in many ways,” he said. “In particular, the Pollin Prize reflects his great interest in promoting the well-being of children everywhere.”

The Pollin Prize recognizes outstanding achievement in biomedical or public health research resulting in important improvements to the health of children.

nyp @ night

Keeping the Hospital Clean and Safe, and Doing It With a Smile

One of an estimated 3,500 NYP employees who work evenings and nights, Beverly Chambers is an Environmental Services Housekeeping Worker at NewYork-Presbyterian/Morgan Stanley Children’s Hospital. She recently talked about her job with NYPress.

For nearly four years I’ve worked the evening shift from 3 to 11 p.m. as an Environmental Services staff member at Morgan Stanley Children’s Hospital.

Though I’ve worked at other hospitals and in health care organizations, before I came to work at MSCHONY I was an entrepreneur, running my own business as a custom dressmaker and clothes retailer at a store in the Bronx. I primarily designed and made dresses for special occasions, like weddings or first communions, as well as men’s suits.

However, as it did for so many others, 9/11 changed many things for me. My business was substantially affected, and I decided my time and effort would be better spent working in Environmental Services at MSCHONY. I now work full time, five days a week, during the evening shift as well as every other weekend.

Even though patients don’t often see Environmental Services staff working, they most certainly see our work. Our job is to make sure that every patient has a clean, sanitary room in a safe environment. When we do our job well, patients respect the cleanliness of their room and feel safe during their recovery.

On a typical day, I’ll be assigned to a unit in the Hospital, and each time a patient is discharged from that unit, I will freshen up and disinfect his or her room. We sanitize the walls and the floor, change the bed linens and make sure that there is nothing left behind — especially germs — that might harm the next patient admitted to the room.

We always make sure that patients come first, and I have always done the best of my ability in whatever I do, including going the extra mile to make sure patients are comfortable and happy at NYP.

It’s incredibly gratifying for me to know that I can do something for patients who, at this point in their life while they are in the Hospital, are unable to do for themselves.

Sometimes I also work on administrative floors, cleaning and preparing offices for the next business day.

The best part of my job is interacting with nurses or staff. More than anything I enjoy meeting people, and it gives me great satisfaction simply to do something to help another person, even if that’s just passing along a smile. Sometimes that makes all the difference.

The Environmental Services staff is a great group to work with. Occasionally, when we have to work quickly, we will team up and help each other accomplish what we need to get done. And if a co-worker is overwhelmed with discharged rooms to clean, we will lend a hand to make sure the job gets done quickly and thoroughly.

When I’m finished with my shift around 11 p.m. I will leave for my home in the Bronx and spend a small amount of time relaxing, usually reading, before my day is over.

I have lived in many different places. I was born in London and raised in Jamaica, and I have made my home here in New York City for almost 40 years.

Working the evening shift in Environmental Services is really no different than working during the day shift, and when the opportunity arose to switch from days to evenings, I volunteered. Starting work at 3 p.m. means that I have all morning to get things done, including time for housekeeping and caring for my children and my own home. Then I simply head to Morgan Stanley Children’s Hospital in the afternoon and my work continues, only in a different environment.
promotions

Human Resources reports the following promotions as of April 30.

NYP/ACN
Ilana Cellum
Sr Audiologist, Speech and Hearing
Jiiji Abraham
Nurse Practitioner, Medical Group Practice

NYP/PAVEN
Flor Hierro
Unit Assistant, 2-RE/Med/Surg ICU-Allen
Ana Gonzalez
Certified Medical Assistant, Allen Pavilion-VTOP

NYP/MSCHONY
Huguette Pierre-Antoine
Cardio Catheterization Technician, CH-Cardiac Diagnostic Center
Tracy Fraser
Unit Assistant, CHC

NYP/COLUMBIA
Farid Ali
ICU Technician, HH-SHS Cardiac Care Unit

Louis Bleary
Laundry Worker I, Flatwork & Folding Unit

Marc Burgus
Coord-Patient Services, Patient Services Admin

Natasha Caldwell
Patient Financial Advisor Ancillary Laboratory Services

Erica Calzadilla
Unit Assistant, MB-4HN MICU

Angela Clarke
ICU Technician, HH-SHS Cardiac Care Unit

Zaheen Colon
Staff Assistant, Kidney Transplant Program

Barbara A. Cox
Proj Coord-Facilities, Facilities Development

Desiree Declut
EKG Technician, Electrocadioology-Adult

Giuseppe Fabian
Transporter-Messenger, Transporters

John-Philippe Fernandez
Clinical Nurse II, MB-SHN

Assitam Gakou
Senior Dietary Worker

SAGE
Thelma Goris
Unit Assistant, HH-SHS Cardiac Care Unit

Valsaommy Joy
Nurse Practitioner, Emergency-A Janice Julmice
Laundry Worker I, Flatwork & Folding Unit

Lorenzo Luna
Building Supervisor, Machinist Dept

Norris Mattis
Laundry Worker II, Laundry-Sorting

Prince A. Nelson
Laundry Worker I, Flatwork & Folding Unit

Chief Egyptian
Liang
ICU Technician, HH-SHS Cardiac Care Unit

Katy Polanco
Unit Assistant, HH Cardiothoracic ICU

Sharon Reid
Unit Assistant, HH Cardiothoracic ICU

Nancy Rodriguez
Mgr Bus Admin Clinic Svcs, Office G.M.

Candy Salarz
Clinical Nurse III, PACU Extension

Anni Tejeda
Unit Assistant, HH Cardiothoracic ICU

Gina Vargas
Unit Assistant, HH Cardiothoracic ICU

Mashunda Watson
Unit Assistant, HH-SHS Cardiac Care Unit

Rudy Moran
Laboratory Technologist, ROC Testing Chemistry


NYP/WELL CORNELL
Adam J. Aiello
Mgr-IS, IT Corporate Systems

Andrea Benvenuto
Nurse Practitioner, NUR-145 MEDSURG (AM)

Christie Angi Bonilla
Clerk Reception, Building Service

Romina DiGiovanna
Sp Revenue-Stitch Rad, Stich Radiation Ctr

Althea Edghill-Beeler
Office G.M.

Prudencio Santana
Boller Operator/Eng, Plant Svcs

Betty Stratosal
Prgmr Analyst II-IS, IT Corporate Systems

Aaron T. Tempel
Corp Dir-Internal Audit, Internal Audit & Compliance

Keshwar Warnar
Prgmr Analyst II-IS, IT Corporate Systems

NYP/WESTCHESTER
Bayston U. Ogbaugnu
Staff Nurse, Nursing-Women's Unit

Yasmin Sine
Staff Nurse, Nutrition Eating Disorders

Charlene G. Clarke
Staff Nurse, Second Chance-3 North

Julio Batista — Identifying needs of Washington Heights/Inwood residents and helping NYP/Columbia create programs to meet them is the work of Julio Batista, who was recently promoted to the position of Director of Community Affairs at the uptown campus.

Mr. Batista works with Hospital staff to develop activities that benefit the community, such as health fairs for taxi drivers and borough owners. He works with elected officials and local leaders, drawing on his knowledge of the services provided by community-based organizations and reaching out to New York City agencies for assistance.

“Julio’s service is invaluable to NYP,” says Helen Mork, the Hospital’s Vice President for Government and Community Affairs. “He is the Hospitals ambassador in the Washington Heights/Inwood communities and he is committed to helping our neighbors stay healthy.”

If you know of any promotions that have been omitted, please report them to Human Resources at those numbers: 746-1448 (Wool Cornell); 305-5625 (Columbia). Photos by Charles Manley and John Vecchiolla.

Jahnover Mazo
Radiological Spt-Cross Sect, Radiology-CT

Ravikant Koganti
Mgr-IS, CPDE

Dina Lauren
Dir-IS, IT Technical Services

Silverio Mercado
Supv-Distribution, General Store

Ese Ofurhie
Staff Assistant, GME Administration

Prudencio Santana
Boller Operator/Eng, Plant Svcs

Betty Stratosal
Prgmr Analyst II-IS, IT Corporate Systems

NYP/WESTCHESTER
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Yasmin Sine
Staff Nurse, Nutrition Eating Disorders

Charlene G. Clarke
Staff Nurse, Second Chance-3 North

 classifieds

 FOR RENT: Charming, quiet, furnished, renovated one-bedroom cottage in Westhampton Beach. Sleeps four. Air conditioning, barbecue, laundry. Renovated pool. Walk to town, library, places of worship. Close to village beach. Available monthly year round or from Memorial Day to Labor Day Call (631) 727-0626 or e-mail jptl360@hotmail.com.

 FOR RENT: Large, two-room studio apartment in a restored brownstone building in Park Slope Historic District, Brooklyn, between 7th and 8th Avenues. Eat-in kitchen, three closets (one a walk-in), unit with three separate cabinets/closets. Fantastic historic detail. Located close to Grand Army Plaza, near shopping, #2 and #3 subway lines and all area cultural sites. $1,775/month. No real estate fees. Call (917) 757-6396 or e-mail springs116@ymail.com.

 FOR RENT: Fully furnished 423-square-foot studio apartment in elevator building at 75th Street and York Avenue. Newly renovated kitchen and bathroom, brand-new queen bed in separate bedroom area; two closets. Superintendent on-site; roof deck privileges. Non-smokers preferred, no pets allowed. Option for unfinished, $1,800/month plus utilities (Con Ed, air conditioning, cable and wireless). No fees. One-year lease and one month’s security deposit required. To learn more or to view apartment, contact Beth at (917) 846-5275 or lhurah60@hotmail.com.

 FOR RENT: Large three-bedroom, two-bath apartment with large eat-in kitchen in quiet residential neighborhood of South Ozone Park, Queens. Catholic church across the street, public transportation a minute walk away. $1,700/month, utilities not included. Contact Lori at (718) 329-1274.

 FOR RENT: Cozy, recently renovated one-bedroom apartment on 85th Street between Second and Third Avenues. Perfect for one person and possibly a couple but not big enough for a roommate situation. One flight up in walk-up. Super lives in building. Near reasonably priced drop-off laundry and post office. Close to bus and subway. Cats OK but no dogs. $1,650/month. For more information and pictures, call or e-mail current tenant, Tara, at (631) 835-3524 or tardafly70@hotmail.com.

 FOR RENT: A studio apartment and one-bedroom apartment in a prewar elevator building on West 182nd Street in Hudson Heights. Both apartments have high ceilings, hardwood floors, lots of closet space. Near A and #1 trains. Studio is $1,020/month; one-bedroom is $1,175/month. Fee, credit verified. Call (212) 781-7731 or e-mail hudsonap@yahoo.com.

 FOR RENT OR SALE: Newly constructed one-bedroom condo in Jersey City. Exposed brick walls, Jacuzzi tub, central heat/air conditioning, washer/dryer, dishwasher. Bamboo floors, granite countertops and stainless steel appliances. In small eight-unit building with roof-top access and street parking. Near PATH train. Asking $1,300/month or $249,000 to buy (negotiable). Contact Arnya Thomas at (646) 245-6359 or thomasa-nye2@yahoo.com.


 FOR SALE: One-bedroom co-op in Riverdale. Freshly painted with updated kitchen and bathroom, six closets. Indoor parking, seasonal pool, part-time doorman. Convenient to all #2 and #1 trains. Studio is $1,020/month; listing price: $169,000. Need only 10 percent down payment. Call Judy at (646) 258-3280.

Place your ad in NYPress — FREE of charge. Space is available on a first-come, first-served basis. For more information, call Nancy at (212) 827-0576. (The publication of an ad does not indicate endorsement by the Hospital.)

NYPress

4 JUNE 2010

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calendar

June 16 — The JP Morgan Chase Corporate Challenge, a 3.5-mile road race, will start at 7 p.m. in Central Park. For more information, contact Employee Activities at activities@nyp.org.

June 16 — Literature at Work, a reading group open to all NYP/Columbia staff members, will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.

July 7 — Literature at Work will meet from 12 to 1 p.m. in the Hamilton Southworth Conference Room, PH 9 East, Room 105.

July 21 — The support group Women At Risk will meet from 6 to 7:30 p.m. in the Stacey Garl Womack Resource Library of the Herbert Irving Cancer Center, 161 Fort Washington Avenue, 10th floor. To learn more or to RSVP, contact Lisa Held at (212) 305-3269 or lheld@womenatrisknyc.org.
**Double Awards for Willie Manzano**

Both the New York University College of Nursing and the United Way of New York City recently honored Willie Manzano, M.A., R.N., Senior Vice President and Chief Nursing Officer at NYP and Chief Operating Officer at NYP/Allen. The NYU College of Nursing presented Ms. Manzano with its Distinguished Clinician Award for Contributions to the Clinical Enterprise at its graduation ceremonies on May 10. She was cited for providing nursing leadership throughout the NYP organization and for promoting innovation and excellence in nursing practice.

United Way of New York City honored Ms. Manzano on March 2 at its Women United in Philanthropy luncheon, which celebrates women who have made a significant impact on their communities through philanthropic giving, advocacy and volunteering. United Way of New York City President Gordon Campbell said of the honorees, “Their leadership truly changes our city for the better, especially the lives of those who need the most help.”

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**Beautiful Baby Blankets from a Boy Scout**

In the classic comic strip “Peanuts,” Linus never strayed from the warmth and security of his beloved blanket. And now, thanks to Eagle Scout candidate Sean Doyle, the infants in the NYP Komansky Center for Children’s Health Neonatal Intensive Care Unit can count on the same warmth and comfort.

Sean, 17, as part of his Eagle Scout project, solicited donations to buy enough material for about 80 blankets, quilts and afghans. In addition, he was able to obtain 20 more donated finished blankets and quilts. He led volunteers, who measured, cut and fringed the material themselves, before handing it off to other volunteers in Long Island and White Plains to assemble the parts at a “blanket-a-thon.” Sean also directed “quality assurance,” double-checking knots, washing the completed blankets, and then packing them in individual plastic bags, all according to specifications provided by Child Life Services Manager Maura Loving.

“Building benches or clearing hiking trails in parks — the kinds of things that a lot of Eagle Scouts do — didn’t really grab me,” says Sean. “The blanket project immediately felt like the right project for me. I would be able to do something to help little kids in a more tangible and direct way.”

“This is a tremendous gift, and the entire staff of the Neonatal Intensive Care Unit is extremely grateful to Sean and the volunteers,” says Gerald M. Loughlin, M.D., Pediatrician-in-Chief at NYP/Weill Cornell.

Eagle Scout is the highest rank in the Boy Scout program, achieved by earning 21 merit badges and completing an extensive service project. Sean Doyle is the son of Martin Doyle, in-Chief at NYP/Weill Cornell.

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**Protecting the Health of Salon Workers**

Women who work as beauticians and cosmetologists in Washington Heights, Inwood, Harlem and the Bronx were treated to a free health fair on May 10 by NYP’s Ambulatory Care Network (ACN) Outreach Program.

Workshops offered advice on how to prevent repetitive motion injuries, respond to domestic violence, and manage stress and depression. Participants underwent blood pressure, cholesterol, podiatry and body mass index screenings, and they learned about diabetes, stroke awareness, and the use of robotic surgery to treat gynecological problems.

In addition, ACN staff worked to enroll the women in NYP’s contracted Medicaid Managed Care Plan.

“Cosmetology and beauty industry workers are at risk for chemical exposure, repetitive motion injuries, and leg and back pains caused by prolonged standing,” says Miriam Torres, Nurse Manager in the ACN Outreach Program. More than 500 beauty salons operate in Washington Heights, Inwood, Harlem and the Bronx.

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**The Challenges of Treating Eating Disorders**

New findings in eating disorders attracted nearly 175 physicians, nurses, nutritionists, social workers, students, parents and school guidance counselors and psychologists from the New York metropolitan area to a conference held May 7 at NYP/Westchester.

The efficacy of applying therapies used to treat anxiety disorders to the treatment of eating disorders was a popular topic at the conference. Another was what the fifth edition of the Diagnostic and Statistical Manual for Mental Disorders (DSM-V), to be published in 2013, will mean for the diagnosis and treatment of eating disorders.

Evelyn Atitia, M.D., Director of The Eating Disorders Program at NYP/Westchester, and a Clinical Professor of Psychiatry at Columbia University College of Physicians & Surgeons.

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**Health Education for Snowbirds**

NYP’s annual Palm Beach Weekend, held March 19 to 22, focused on “Frontiers in Medicine: How to Handle Acute Health Problems.” Speakers included NYP/Weill Cornell’s Holly Andersen, M.D., and Mark Lachs, M.D., both Attending Physicians; and NYP/Columbia’s Byron Thomashow, M.D., Associate Attending Physician, and James Giglio, M.D., Physician-in-Chief, Emergency Medicine.

Trustee Bob Wright and his wife, Suzanne, and Trustee John Castle and his wife, Marianne, hosted the physicians who participated.
Thanks to the tremendous efforts of NYP staff, patient satisfaction scores continue to rise! In the fourth quarter of 2009, NYP had an overall Patient Satisfaction Score of 84.0. Since then, we have made significant progress toward our 2010 goal of 85.5, starting off the second quarter of the year with a score of 84.4. Many areas of the Hospital are achieving better results than they were this time last year, with some scoring a full 10 points higher than in 2009. We are extremely proud of these accomplishments.

Making this kind of progress requires focused planning and effort. At NYP, we combine ideas to improve both our patient and employee satisfaction results in annual “Making It Better” Plans.

“Making It Better” Plans Help Us Achieve Our Goals
A “Making It Better” Plan is a strategy developed by managers and employees to increase patient and employee satisfaction in their areas. Each department has specific goals based on survey indicators from both patient and employee satisfaction surveys. The most successful Plans are developed by the team, who work together on implementation throughout the year, adjusting their Plan as necessary. It is no accident that areas with strong, flexible Making It Better Plans show the most improvement in their scores.

Here are two examples of teams that have successfully implemented Making It Better Plans and are enjoying increased satisfaction in their areas.

The Allen Hospital: Emergency Department
David O’Brien, the new leader in the ED at Allen, is committed to partnering with his staff to “Make It Better” for patients and employees. David holds quarterly team-building meetings, supports increased involvement in shared governance unit initiatives, and creates an environment of mutual respect. His open-door policy and e-mails to staff to recognize their accomplishments have helped build an atmosphere where excellence is acknowledged and input is encouraged. Patient satisfaction in the ED is on the rise, with questions about Respect, Dignity, and Staff Interactions with Families increasing by more than four points so far this year. Congratulations to Dave and his staff for their success in improving Teamwork and Respect at Allen.

The Ambulatory Care Network: HT-5 Women’s Health
In late 2009, the HT-5 Women’s Health Clinic introduced rounding on both patients and employees. Leaders meet with employees individually to build relationships, encourage professional development, and make sure they have the tools necessary to do their job well. These rounds also enable managers to recognize employees’ contributions. Employees conduct focused patient rounds of their own, including environmental, reception area and exam room rounds. They concentrate on keeping the environment clean and comfortable and making sure that patients and families are kept informed.

The staff at HT-5 Women’s Health are proud of their accomplishments in patient satisfaction. “The clinic flow has improved a lot because we are being proactive and finding out what the patients need right away, instead of waiting for them to approach the desk,” says one staff member. “Patients like being informed, they seem to relax more just by knowing the status of their visit,” adds another employee. Congratulations to Ellanie Ocasio and her team at HT-5 Women’s Health for their innovation and success.

WATCH FOR THE 2010 EMPLOYEE SATISFACTION SURVEY
NYP employees understand how to make the Hospital a better place and help us achieve our goals. One way to provide input is to complete the Employee Survey each year. This year’s survey is being conducted from July 19 through August 13. Information about this confidential survey will be sent to your home shortly. Your individual responses will never be seen by anyone at NYP. The Hospital receives only a summary report of the results from HR Solutions, the firm that conducts the survey. Completing the survey and participating in your area’s “Making It Better” planning are ways that you can help create the best possible environment for our patients and our staff.
benefits corner

DISEASE MANAGEMENT PROGRAM

Disease Management is a coordinated health care program offered through Empire BlueCross BlueShield for employees and family members enrolled in the NewYork-Presbyterian EPO and PPO medical plans. This program provides education and support for Empire members who have a chronic disease to help them maximize their well-being.

If you are concerned about the results of a health test or a diagnosis, or if you want to ask questions, call Empire Customer service at (800) 952-7695. You will be referred to a Medical Management Team.

Another service offered through Disease Management is an outbound call program. Empire may contact you or a family member as a result of medical claims or prescriptions filled. This call provides you with information about the confidentiality and voluntary programs that are available to you at no cost as part of your health insurance benefits.

In addition, Benefits and Workforce Health & Safety have worked with Empire BlueCross BlueShield and Unum to enhance the services of the Disease Management program at NewYork-Presbyterian. When filing a disability claim through Empire, you may be referred to special services that have been established for Heart Failure, Coronary Artery Disease (CAD), Chronic Obstructive Pulmonary Disease (COPD), Asthma and Diabetes.

Voluntary Benefits Enrollment is June 4 to September 3

The enrollment period for the Unum Individual Short-Term Disability, Specified Disease Insurance and Universal Life Insurance voluntary benefits is June 4 to September 3, 2010. These benefit plans can be adjusted to meet your personal needs.

Individual Short-Term Disability provides you with a source of income if you become ill or have an injury and are unable to work. This plan, in addition to the state-mandated plan provided by the Hospital and your sick time, is your personal income protection.

Specified Disease Insurance allows you to receive a lump-sum benefit at the first diagnosis of a covered illness: heart attack, stroke, major organ transplant, end-stage renal (kidney) failure and coronary artery disease. In addition, there is an optional cancer benefit. The lump-sum payment can be used in any way you choose.

Universal Life Insurance provides permanent insurance coverage designed to last beyond your working years. Premiums remain the same as you age. Coverage options are also available for your spouse and/or dependent children without covering yourself. You are eligible for this coverage regardless of your health history or any other coverage that you may already have.

The effective date of each of these policies will be determined by your enrollment time. For more information, or to schedule an appointment on-site with a representative, call (800) 229-5129, ext. 201.

Tickets Available at Errand Solutions

Sports, family entertainment and movie tickets are available for purchase at your site’s Errand Solutions Desk. Tickets can be purchased by check, money order, cash or major credit cards. You will be required to present your NewYork-Presbyterian employee ID when purchasing tickets. If you have any questions, please e-mail activities@nyp.org.

Please note: All tickets are limited to four (4) per NYP employee. Tickets will not be held and are available on a first-come, first-served basis.

Errand Solutions Helps Celebrate Dads and Grads

Errand Solutions at NYP has fabulous timesaving gift ideas for Father’s Day and your graduate. Celebrate Father’s Day and graduations with a barbecue to kick off the summer season. Errand Solutions Site Representatives can help you order food for the grill from Omaha Steaks, hire a caterer, rent tables and decorate.

Errand Solutions at NYP also has a wide variety of gift cards and gift-giving ideas to delight the dad or grad in your life. Site Representatives can get the gift for you and wrap it for free.

Visit or contact your Errand Solutions desk for assistance in planning outings, vacations, BBQs, parties or even just a fun night out in New York City. Also, don’t forget that patients and their loved ones can access the Errand Solutions desks directly by dialing *99 from their room phones.

nypress
Celebrating those who Care

Often described as both an art and a science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers.

The wonderful nurses here at NYP play many roles — from staff nurse to educator to nurse practitioner and nurse researcher — and they serve with passion for the profession and with a strong commitment to patient safety.

National Nurses Week was celebrated nationally from May 6 through May 12 (the birthday of Florence Nightingale, the founder of modern nursing), and it was a chance for senior leadership of the Hospital to thank our nurses and honor the work they do on behalf of our patients. Nursing Excellence Award winners, pictured on this page, were nominated by their managers and peers.

As Dr. Pardes said at a recent recognition event, “There simply would not be a NewYork-Presbyterian Hospital without our nurses. They are the lifeblood of our institution, and that’s something we recognize not just during National Nurses Week, but throughout the year.”

Serving the Larger Community

For the first time this year three nurses received Nursing Excellence Awards for community service.

Marcelle Kaplan at NYP/Weill Cornell has provided weekly support groups for women with breast cancer, given talks on cancer and healthy lifestyles to community groups and nurses, served as a resource for American Cancer Society programs, and developed videos and literature for patients and caregivers.

NYP/Columbia’s Melaney Gordon has written pamphlets for patients and organized two Community Health Outreach days as part of Emergency Nurses Week. She also initiated a fundraising drive that resulted in $3,500 for the Neighborhood Fund supporting local non-profits and has secured grants for other NYP initiatives.

Lynee Speer of the Ambulatory Care Network organized a breast cancer awareness health fair for the Latino community and volunteers with the American Red Cross and American Heart Association. She has raised more than $20,000 for the Avon Walk for Breast Cancer and volunteered on medical missions to Ecuador, Bangladesh and Nicaragua.